HCSIS Alert!

The Southeast went live in HCSIS for the Region and live in HCSIS and Meditech for Wrentham and Templeton on Monday, June 5, 2006. Many users have not yet received their user log-on information, even though the system is in use, so it has been a quiet roll-out week.

Contact Hans H. Toegel at:
(617) 624-7781 or at:
Hans.H.Toegel@state.ma.us
with questions.

As of noon on 6/5/06, CentralWest Region recorded the following in HCSIS since 5/8/06:

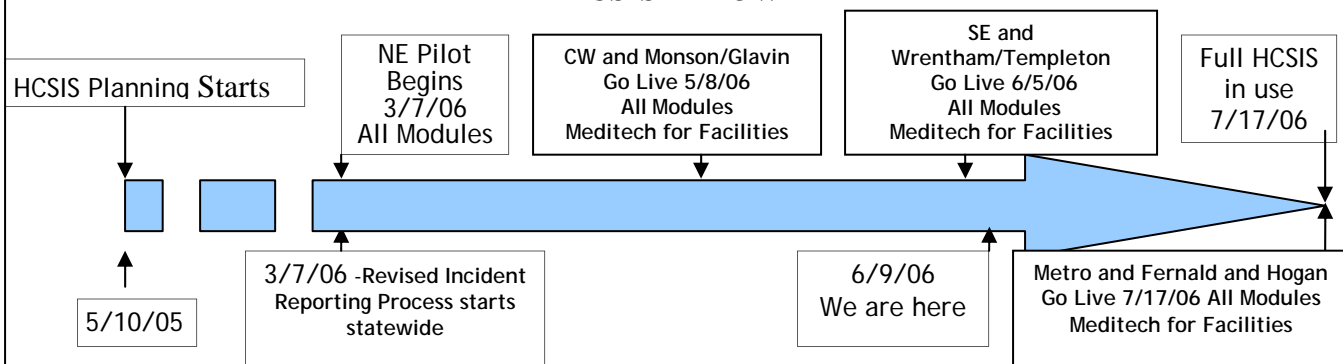|		CENTRALWEST	MONSON	GLAVIN
◊	Incidents	379	4	15
◊	Restraints	47	0	6
◊	Medication Occurrences	95		
◊	Health Care Records	91		

EXPERIENCES:

MONSON: <u>from Jane Arthur</u>: We have continued to have few incidents and all but one was "Unplanned Hospitalization". The only additional incident was a DPPC filing for a serious injury of unknown origin. That went well including appropriate notifications. With the low volume of incidents, I am expecting that it will be some time before we go through all of the modules, and identify and work out the kinks.

CENTRAL WEST: <u>from Damien Arthur</u>: In Central West, most, but not all, providers are now able to log in to the system. The Implementation Team has been working with the area offices and providers in operationalizing the new threshold for incidents, in an effort to ensure consistency. As the rollout process comes to an end, the Implementation Team is also reviewing how the challenges faced by some providers, who tend to be lower-volume users of the system, might best be addressed.

NORTHEAST: <u>from Paula Potvin</u>: After 3 months of using HCSIS, the Northeast is generally feeling pretty comfortable with this system. The extra time some feel it takes to report an incident now, is more than made up for with all the information we can obtain from the reports. It was most heartening to know that our recommendations from the Pilot were carefully considered and many implemented. The Northeast is now incorporating these system enhancements into our practices. Any glitches or questions that have arisen with HCSIS have been handled very effectively by the various technical support people. We're glad the rest of DMR is coming on board.

SOUTHEAST: <u>from Colleen Ryan</u>: The Southeast Region went live with HCSIS on Monday June 5th. Each Area Office has at least 2 staff identified as the point people for support to their Areas. Each Area Office and SRS is represented for our daily conference calls. The Support staff from Central Office is in place and helping the Area Offices with mostly login questions at this time. Regionally, we are gathering provider liaison email addresses so that we can effectively communicate with everyone as needed. The Northeast and Central/West have provided support to us during daily conference calls. It has been very helpful.

HCSIS ARROW

HCSIS Planning Starts	
NE Pilot Begins 3/7/06 All Modules	
CW and Monson/Glavin Go Live 5/8/06 All Modules Meditech for Facilities	
SE and Wrentham/Templeton Go Live 6/5/06 All Modules Meditech for Facilities	
Full HCSIS in use 7/17/06	

5/10/05

3/7/06 -Revised Incident Reporting Process starts statewide

6/9/06 We are here

Metro and Fernald and Hogan Go Live 7/17/06 All Modules Meditech for Facilities

HCSIS Alert!

GOOD QUESTION: Why can't I find someone in HCSIS whose name includes and apostrophe?

ANSWER: When doing a search on a name, remember that HCSIS does not recognize apostrophes or hyphens. In order to conduct a search, enter the name without punctuation or spaces. So for example, O'BRIEN would be entered as OBRIEN.

HCSIS SECURITY UPDATE:

The Department has been working on developing an alternate security option for HCSIS. Currently in HCSIS, a provider's scope (whose records can its staff can see) is defined as provider-wide, so a staff person in one residence, for instance, can see the incident records for any individual the provider serves, regardless of where in that provider's programs that person is served. For smaller providers this may be fine but for larger organizations with multiple programs and many staff, there may be need for further limitations on access.

The Department is preparing to roll-out to providers an Enhanced Security Option. This option will allow the provider to associate individual consumers to particular programs or locations and to also associate staff to those same programs and locations, effectively limiting the scope for those staff. While this will require additional administrative construction and monitoring by the provider, it will also allow staff to enter information directly into HCSIS without worrying about permitting access to other individuals' information. We are also adding a new role to HCSIS, Restricted Incident Management Data Entry Role, with limited access to review incidents.

DMR has scheduled some informational sessions to begin to acquaint you with the Enhanced Security Option and what it will mean for you to implement and manage. We have the following dates, times and locations set as of this printing. We will let you know when the final ones are identified.

- ◊ June 13   10-12   NE - Hogan Auditorium
- ◊ June 20   10-12   CW – Daly Hall
- ◊ June 23   10-12   SE
- ◊ June 29   10-12   Metro

Providers must sign up for this training by calling 617-624-7731 or emailing Jannet.Lwanga@state.ma.us

Additional Information about the sessions will be made available shortly.

DOS AND DON'TS:

If you are live in HCSIS – do not, repeat, do not create artificial incidents. HCSIS is a live environment and everything you create remains in the system until deleted. So if you find that you have created something erroneously, please notify your Supervisor as soon as possible so it can be removed from the system by DMR.

REMEMBER:

1. Share this Alert! with other people in your organization – Perhaps at staff meetings
2. Call Hans (617) 624-7781 or email at Hans.H.Toegel@state.ma.us with questions
3. Virtual Gateway Help Desk 1-800-421-0938